

Year 2004 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2003 statistics

Insurance Provider	Filed Grievances	# Internally Approved	# Internally Denied	# Withdrawn before Resolution
Aetna Health, Inc.	278	139	139	0
Aetna Life Insurance Company	169	133	36	0
Altus Dental Insurance Company, Inc.	13	9	4	0
Boston Mutual Life Insurance Company	N / A	N / A	N / A	N / A
Blue Cross and Blue Shield of Massachusetts, Inc.	2832	1777	586	469
CIGNA HealthCare of Massachusetts, Inc.	184	99	83	2
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	104	57	44	9
ConnectiCare of Massachusetts, Inc.	286	70	27	189
(Consolidated Health Plans)				
Guarantee Trust Life Insurance Company	N / A	N / A	N / A	N / A
Nationwide Life Insurance Company	N / A	N / A	N / A	N / A
Fallon Community Health Plan, Inc.	2052	459	304	38
Fallon Health & Life Assurance Company	15	4	5	0
Fortis Insurance Company	41	25	16	0
Fortis Benefits Insurance Company	50	32	18	0
John Alden Life Insurance Company	172	37	134	1

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General Electric Group Life Assurance Company	2	1	1	0
New England Life Insurance Company	1	0	1	0
Metropolitan Life Insurance Company	1	0	1	0
(The) Guardian Life Insurance Company of America	19	9	10	0
Harvard Pilgrim Health Care, Inc.	1449	869	561	29
Harvard Pilgrim Insurance Company Harvard Pilgrim Health Care of New England, Inc.	2	1	0	1
Health New England, Inc.	608	313	295	0
(The) MEGA Life & Health Insurance Company	0	0	0	0
Mid-West National Life Insurance Company of Tennessee	0	0	0	0
Chesapeake Life Insurance Company	0	0	0	0
Mutual of Omaha Insurance Company	N / A	N / A	N / A	N / A
United of Omaha Life Insurance Company	N / A	N / A	N / A	N / A
Neighborhood Health Plan, Inc.	77	40	31	6
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	1	1	0	0
Combined Insurance Company of America	7	4	3	0

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Trustmark Insurance Company	N / A	N / A	N / A	N / A
Tufts Insurance Company	8	3	5	0
Tufts Associated Health Maintenance Organization, Inc.	1787	369	1374	44
UNICARE Life and Health Insurance Company	9	1	7	0
United HealthCare Insurance Company	7	4	2	0
UnitedHealthcare of New England, Inc.	206	92	91	4